

ATTACHMENT 1

Cluster Area General Supervision

Dispute Resolution – Complaints, Mediations and Due Process Hearing Baseline/Trend Data

Ia: Formal Complaints						
(1) July 1, 2002 - June 30, 2003	(2) Number of Complaints	(3) Number of Complaints with Findings*	(4) Number of Complaints with No Findings**	(5) Number of Complaints not Investigated – Withdrawn or No Jurisdiction	(6) Number of Complaints Completed/Addressed within Timelines	(7) Number of Complaints Pending as of: ___/___/___ (enter closing date for dispositions)
TOTALS	166	45	105	16	147	0

Ib: Mediations					
(1) July 1, 2002 - June 30, 2003	Number of Mediations		Number of Mediation Agreements		(6) Number of Mediations Pending as of: <u>02/25/04</u> (enter closing date for dispositions)
	(2) Not Related to Hearing Requests	(3) Related to Hearing Requests	(4) Not Related to Hearing Requests	(5) Related to Hearing Requests	
TOTALS	0	9	0	4	1

Ic: Due Process Hearings				
(1) July 1, 2002 - June 30, 2003	(2) Number of Hearing Requests	(3) Number of Hearings Held (fully adjudicated)	(4) Number of Decisions Issued after Timelines and Extension Expired	(5) Number of Hearings Pending as of: <u>02/25/04</u> (enter closing date for dispositions)
TOTALS	96	14	0	9

*Complaints with findings are those for which written decisions with substantiated findings were made. Written decisions with findings include citations confirming the validity of any portion of the complaint and requiring correction by the agency(ies) against which the complaint was filed.

** Complaints with no findings are those for which there were no substantiated findings made.